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Bib Data Sheet

CONFIRMATION NO. 6307

<b>SERIAL NUMBER</b> 10/015,246	<b>FILING DATE</b> 12/17/2001 <b>RULE</b>	<b>CLASS</b> 704	<b>GROUP ART UNIT</b> 2654	<b>ATTORNEY DOCKET NO.</b> AUS920010967US1	
<b>APPLICANTS</b> Carl Phillip Gusler, Austin, TX; Rick Allen Hamilton II, Charlottesville, VA; Timothy Moffett Waters, Richmond, VA;					
<b>** CONTINUING DATA *****</b>  <b>** FOREIGN APPLICATIONS *****</b>					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 01/18/2002</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <u>                    </u> Examiner's Signature <u>                    </u> Initials		<b>STATE OR COUNTRY</b> TX	<b>SHEETS DRAWING</b> 7	<b>TOTAL CLAIMS</b> 23	<b>INDEPENDENT CLAIMS</b> 4
<b>ADDRESS</b> Paul D. Heydon Patent Attorney 909 NE Loop 410 Suite 300 San Antonio ,TX 78209 <div style="text-align: center; font-size: 2em; margin-top: 10px;">#34619</div>					
<b>TITLE</b> Employing speech recognition and key words to improve customer service					
<b>FILING FEE RECEIVED</b> 878	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		